



Olde Savannah Flooring, Inc.
4750 Bakers Ferry Road
Atlanta, GA 30336
404-691-3834

Residential Household Warranty

The Warranty described below is given to the original purchaser only and is subject to the procedures, limitations, disclaimers and exclusions set forth herein. The Warranty covers only approved product applications as recommended by Olde Savannah Flooring, Inc.

Structural Warranty

Olde Savannah Flooring, Inc. warrants, to the original purchaser, that the floor you have purchased will remain free from manufacturing defects and will not buckle, warp, twist or delaminate for a period of five years from the date of purchase. Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Properly installed hardwood floors may consequently experience some separation between boards at different times during the year. If separations do occur, they are not covered by this warranty.

Finish Warranty

Olde Savannah Flooring, Inc. warrants to the original purchaser, that the floor you have purchased will not wear through or peel for a period of five years from the date of purchase. Olde Savannah Flooring, Inc. maintenance instructions must be performed as indicated by the instructions. This warranty does not cover indentations, scratches, stains, or damage caused by negligence, fire, water, moisture, excessive heat, excessive dryness, erosion, pebbles, sand, or other abrasives, pets, insects, spiked heel shoes, weather conditions, or natural disasters, color variations, or naturally occurring wood characteristics.

Warranty Protection

If in the unlikely event any portion of the original purchaser's floor should fail with respect to the provisions of this Warranty, Olde Savannah Flooring, Inc., at its sole option, will repair, refinish or replace said portion at no cost to the original purchaser with the same or equivalent product. In the unlikely event Olde Savannah Flooring, Inc. is unable to correct the failure after a reasonable number of attempts, Olde Savannah Flooring, Inc. will refund (if requested) the purchase price for the portion of the floor that failed. To file a claim, first contact the Olde Savannah Flooring, Inc. retailer where the original purchase was made. If the retailer is unable to satisfy the claim, contact Olde Savannah Flooring, Inc. Claims must be filed within the warranty coverage period and documentation verifying purchaser and date of purchase will be required. Olde Savannah Flooring, Inc. reserves the right to have a designated Olde Savannah Flooring, Inc. representative inspect the floor(s) and to have samples removed for technical analysis.

Olde Savannah Flooring, Inc. Warranty is not transferable.

No installer, retailer or distributor, or employee of Olde Savannah Flooring, Inc. has the authority to alter the obligations or limitations of any Olde Savannah Flooring, Inc. warranty.

Warranty Disclaimers and Exclusions

- Color variations in wood flooring are a natural occurrence due to species, age or character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring. Gloss reduction is not considered surface wear.
- Olde Savannah Flooring, Inc. warranties do not cover indentations, scratches, stains, or damage caused by negligence, fire, water, moisture, excessive heat, excessive dryness, erosion, pebbles, sand, or other abrasives, pets, insects, spiked heel shoes, weather conditions, or natural disasters, color variations, or naturally occurring wood characteristics.
- Olde Savannah Flooring, Inc. is not responsible for color variation of product or samples for the consumer matching flooring to other wood products such as cabinets, stair railings, trim and moldings.
- Naturally occurring wood characteristics such as variations in grain, color, mineral streaks and knots are not considered defects.
- Normal exposure to sunlight will bring about changes in shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally because they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.
- Installations must be performed in accordance with all Olde Savannah Flooring, Inc. installation instructions.
- Olde Savannah Flooring, Inc. maintenance instructions must be performed as indicated by the instructions.
- Flooring requires re-coat of finish once every year or when floor starts to show any signs of wear.
- It is the responsibility of the installer and/or the owner to inspect boards prior to installation.
- Olde Savannah Flooring, Inc. accepts no responsibility for costs of product or labor when boards with visible defects have been installed.
- Damage due to water and/or moisture, including, but not limited to broken or leaking pipes, wet mopping, weather or natural disasters, is excluded from Olde Savannah Flooring, Inc. warranties.
- Olde Savannah Flooring, Inc. warranties do not cover natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.

Limitations on Liability

Buyer's exclusive remedy and Manufacturer's sole liability on any claim, whether in tort, contract, or breach of warranty, shall be limited to the repair or replacement of the defective goods which are proven to Manufacturer's satisfaction to be defective in manufacture or the refund of the applicable purchase price. In no event and for no cause whatsoever, including any breach or default by Manufacturer, shall Manufacturer have any other liability (including without limitation incidental or consequential damages) or any monetary liability to Buyer in excess of the contract price or prices of the pertinent Products in question. If Manufacturer shall elect to repair or replace said Products, which are in proven defective, it shall not be responsible for any labor charges of any kind either in the reinstallation or in the dismantling and removal of Products previously installed. The liability of Manufacturer shall be further limited to the replacement of the Products by delivery to the building site in question.